Mahmoud Hamdy

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Mahmoudhamdy510@hotmail.com

Experienced and reliable customer service with extensive experience providing assistance in a busy call center setting. Strong dedication to helping customers resolve issues and cultivating a positive image of the company. Excel in both team environments and alone. ability to listen attentively, solve problems quickly and efficiently, and create high-quality professional relationships with callers. Fully committed to following company procedures and winning loyal customers.

Experience

Subject Matter Expert at Amazon September 2023 To Present
Cairo, Egypt
Management the new Hire Waves of new Amazon.eg operation units as SME queue for inquiries, approvals
Promoted to SWAT Customer Service March 2023 to September 2023
Serving two operation units concurrently according to the requirement of each OU Amazon.eg Amazon.sa
Customer Service at Amazon August 2022 March 2023
Serving Amazon.eg operation units Follow up & resolve complaints via phone, email, mail
Effective problem-solving skills including decision making, time Management and immediate prioritization of tasks as assigned. Action oriented and self-disciplined
Ability to maintain composure in highly escalated situations Ability to quickly and effectively prioritize work time in various departments to meet business need.

Technical Support at Telecom Egypt January 2021 to August 2022
Cairo, Egypt
Identifies, investigates, and resolves logical and physical internet user's problems.
Identifies and Resolve Technical issues cause the slow of internet. Install and configure router and home networks for fibres and copper version.
Manage and control all stock on the store and inspect of the quantity on company system and compare it with the physical quantity.

Material Controller at ASGC November 2018 to September 2020
Dubai, UAE
Manage and coordinate customer delivery commits between production, engineering and logistics.
Assist to establish EDI with vendors.
Perform cleaning duties, range from cleaning sales floor to cleaning windows.
Provide training in SPC, wafer cleaning, final inspection and reactor operations.
Deal with any stock discrepancies or quality issues efficiently Ensure all aspects of the Dangerous Goods Act are fulfilled.

Personal Information

Address: Cairo, Egypt

Phone: +201152171148

Email: Mahmoudhamdy510@hotmail.com

Marital Status: Married

Nationality: Egyptian

Military Service: Final Exemption

Skills

- Windows, Macintosh, Chrome OS
- Microsoft Office
- Microsoft Outlook
- Adobe Acrobat
- Soft and Hard **Avaya**
- Quip
- Amazon Web Service Software's
- Assia-inc
- Listening Skills
- Emotional Intelligence
- Writing Skills
- Initiative to Follow Up

Education

Bachelors in Computer Science
May - 2018
Zagazig University

Langage

Arabic : Mother Tongue
English : Fluent in Writing and Speaking